

 <p style="text-align: center;">County of Sacramento Department of Health Services Division of Behavioral Health Services Policy and Procedure</p>	Policy Issuer (Unit/Program)	Access
	Policy Number	02-01
	Effective Date	01/01/03
	Revision Date	0//29/2021
Title: Mental Health Plan's After-Hours Response	Functional Area: Services	
Approved By:		
Melissa Jacobs, LCSW Division Manager		Kelli Weaver, LCSW Division Manager

Background/Context:

The Mental Health Plan (MHP) requires all eligible members who are in need of mental health treatment to have access to a 24-hour phone line for requesting services. The plan requires all members requesting outpatient services to be contacted and receive follow-up.

A written log of telephone calls received by the MHP's After-hours Response Line shall be submitted to the Access Team daily. The first business day after the call is received; the Access Team will contact the individuals who may be requesting outpatient mental health services.

Purpose:

The purpose of this document is to provide a process that ensures individuals contacting the MHP's After Hours Response Line and requesting outpatient mental health services are contacted and receive timely follow-up.

Definitions:

After-hours Response Line: The Sacramento County Mental Health Treatment Center operates the MHP's After-hours Response Line during the hours when the Access Team office is closed; weekdays from 4:45 p.m. to 8 a.m., weekends and holidays.

Details:

Mental Health Treatment Center Actions:

The MHP's After Hours Response Line staff will complete and submit the written Log to the Access Team on a daily basis. The After Hours Log will be completed as fully as possible and contain:

- name of the calling party
- telephone number
- nature of the request
- date of call
- shift when call received
- time of initial call
- disposition requested
- nature of call

The After Hours Log will be emailed daily to the Access Team at the following email address: AccessServiceRequest@saccounty.gov.

Access Team Response to Receipt of the Log:

When the Access Team receives the written After Hours Log, the clerical support staff shall review the After Hours Log and take the following actions.

Step	Action
1	Does the Dispo/Divert section of the After Hours Log contain Sacramento County Mental Health Access Team? Yes follow-up is needed. Go to Step 2. No follow-up is not needed. Go to Step 4.
2	<ul style="list-style-type: none"> • Call the individual listed on the Log • Clarify nature of call. Is the call related to the mental health services? <p>Yes</p> <ul style="list-style-type: none"> ○ Obtain additional contact information ○ Initial the Log in box labeled "Access Follow-up and Initial." ○ Indicate the date and time of the call on the After hour log ○ Assign to Access Team clinician <p>No</p> <ul style="list-style-type: none"> ○ Answer any questions ○ Initial the Log in the box labeled "Access Follow-up and Initial."
3	Repeat this process until all calls are addressed then Go to Step 4.
4	Scan the After Hours Log to the QM W: drive folder located at W:\BHS\MH\QM\Access After Hours Logs

Related Policies:

PP-BHS-MHTC-07-02 After Hours Response Line

Distribution:

Enter X	DL Name	Enter X	DL Name
X	MH Staff	X	MHTC Staff

Contact Information:

bhs-hhs@saccounty.gov